The following is a format for looking at an industry best practice model. We will be doing more research to determine how industry delivers this. However, this is the first pass at mapping a model to the current SFA organization. The focus is on any items currently or planned to be outsourced. We've deliberately not completed this because we need your thought and inputs. Please examine for any major headings that we may have missed or addition examples under the categories we've identified.

Administration	Customer Care	Finance	Outreach
• Travel • Employee Reimbursement • Facilities Management	• Customer Service • Ombudsman • Customer Management	• Receivables Management • Cash Management • Accounting	• Customer/Program Analysis • Customer Information Services • Aid Awareness Support • Communications Support
Human Resources	**Logistics**	**Services**	**Information Technology**
• Benefit Administration • Compensation • Performance Management • Staffing Placement • Training and development • Wellness	• Fulfillment • Inventory • warehousing • transportation • distribution)	• Application Processing • Debt Collection/Debt Management Origination and Disbursement • Direct Loan Servicing Aid Awareness Services • Loan Consolidation • Program Participant Eligibility • Program Oversight	• Systems Operations • Systems Maintenance • Seat Management • Imaging

Industry best practice model---March 28, 2001